

- The contractor shall research, install, and integrate new client-level hardware. Support printers, multifunction printers, scanners, faxes, media drives, smart phones/personal digital assistant (PDA) interfaces, etc., as well as installed and integrated on the network. Perform on-site (or remote-access) response to client or network problem isolation, troubleshooting, and service restoration. Repair or replace hardware at the component level. If a problem cannot be resolved at this level, the contractor shall escalate the issue to the next level. Propose software installs, removals, or upgrades to the Government for existing software upon their commercial release. EPA is responsible for software application training for "HOW TO" support requests.
- The recommendations shall include the impact on the system and equipment as well as detailed change(s) and upgrade(s). The contractor shall submit any proposed changes to the COR/Project Officer for evaluation and approval prior to implementation; for Houston Lab, include the Lab COR/ Lab Management. Upon receiving approval of the proposed upgrade(s), the contractor shall develop an implementation schedule.
- The contractor shall be responsible for employee relocations, movement of PCs, peripherals and printers, the installation and de-installation of new user equipment, as well as provide bar code and serial numbers for input into the inventory database. Provide assistance in maintaining inventory control and location records of EPA computer equipment/software and disposal of property as required and identify and maintain a current, accurate inventory of all consumable automation supplies including quantity on order, date expected, total inventory used during the period, projected date when on-hand supplies will be exhausted, and request replacement of these supplies in a timely manner.
- Contractor is not responsible for removing EPA decal tags. Re-pack and transfer IT equipment to other locations if needed and implement a maintenance program for computers, both preventive and remedial, focusing on minimizing downtime and achieving efficient operations that includes periodic testing and inspections.
- Our office utilizes a mixed team environment composed of EPA Student Interns and the Help Desk contracting staff. The contractor shall train Intern Students to perform help desk tasks identified in this section and equally assign Help Desk work orders to the experienced Student Intern Help Desk Technician according to the SLA. Internal control procedures are in place to ensure proper technical direction is implemented by the COR/Project Officer to the contractors and a work plan for the Student Interns.

Printer, Copier and Fax Support:

EPA currently has a vendor responsible for maintenance, page count and inventory of all network printers and faxes. All Canon copiers are supported through a separate contract with assigned EPA Key Operators who are responsible for ordering supplies and service requests. The printer/copier/fax contract is managed by an EPA Project Officer who is responsible for the technical direction of the Canon copiers and printer/fax vendors. There are approximately 150 printers, faxes and Canon copiers at Region 6.

- The contractor shall install, maintain, and provide minor trouble shooting techniques for all Regional desktop and network printers, faxes, and copiers. If a problem has been identified, such as paper jam or loose printer covers, cartridge replacement, etc; the contractor shall submit by electronic mail, all request for minor printer repair service, and/or ordering of printer or copier parts/supplies to the EPA Project Officer, to include assessments for printers still under warranty.
- All requests shall include the following information in the written Help Desk request: Help Desk Ticket Number, Make/model of the local/network printer or fax, location of equipment, serial number, detailed description of problem with printer(s), and the steps taken to try and resolve the problem to include a justification of why additional external services are required for repairs. As

for Canon copiers, the assigned Key Operator is required to call the 1-800 number located on each Canon copier for any performance issues as well as supplies. EPA has a Project Officer who is responsible for resolution of Canon Copier and network printer repair issues. The Help Desk shall pass on all gathered information for the EPA Project Officer to resolve in a timely manner. All associated work orders shall be closed out upon redirection of assignment.

Remote Users/Alternate Work Location Users:

The Contractor shall provide support for individuals that operate as part of a mobile workforce. These users may be working outside of EPA operated facilities and may not be connected directly to the EPA Network. The EPA's mobile workforce may be indirectly connected to the EPA Network, via an internet service provider by means of Air-card, DSL, dial-up, or other forms on telecommunications. This mobile workforce is composed of individuals that may be working from home (or other locations) on telework, medical, or flexiplace agreements; on travel at conference centers, training, or other duty stations; conducting experiments, sampling, or research "in the field", or working "off-line" performing investigative assignments, etc.. While the Contractor is not expected to provide on-site support for remote/alternate location users at their physical locations, the Contractor is encouraged to provide alternative approaches to leveraging the Agency's infrastructure and other technology and tools (current and future) to reach these individuals, provide remote assistance, and to deliver requested support. In cases where services are required to support hardware or other technology issues where a "hands on" or "physical touch" to the hardware is required, the Contractor is not expected to physically pick-up or deliver equipment, but is encouraged to use other creative means to provide support to an individual working at remote and mobile worksite (non-EPA locations). The Contractor shall coordinate with the COTR.

In order to provide support to Remote Users and Alternative Work Location Users, the Contractor shall:

- Provide phone support for off-site service requests on government-provided equipment only.
- Provide support for users needing to access EPA resources from locations outside of the EPA's firewall:
 - AAA VPN.
 - Adaptive Authentication (Juniper)
 - Webmail systems.
 - Secure Remote.
 - Lotus Notes pass-through servers.
 - Remote terminal services session.
 - Virtual desktops.
- Ensure EPA hardware and accounts are established and facilitate successful remote access for the user.
- Provide training for the user to ensure basic understanding of remote access tools.

Provide Customer Computer Training Support:

- The Contractor shall, at the request of the EPA COTR, develop a schedule for course offerings and submit to the COTR for approval. The plan shall consist of a list and schedule of training courses that the Contractor shall provide to EPA staff (e.g., overview or beginning Microsoft

Windows 7, 10 or other advance versions, etc.) Training times may vary from one-hour classes to four-hour classes.

- The Contractor shall provide training to EPA staff on the standard commercial off-the-shelf software (Microsoft Office 365 Collaboration Suite). Training may be required to be offered from one to three times a week, but not limited to this timeframe. If EPA has web based or other means of training for applications such as WORD, Excel, Power Point, and all unique applications; the EPA staff shall use EPA provided resources for training versus the Help Desk staff.
- Upon completion of each class, the Contractor shall provide the EPA COTR a class roster with the names and contact information of all of those attending the course, as well as the individual training evaluations from each student.
- The Contractor shall provide ad-hoc training as a response to customer needs when making desktop visits for open tickets. Determination of the need for ad-hoc training will be based on the Contractor's review of the ticket (i.e. problem, resolution, repetitive calls, etc.). Knowledge base articles that apply to technical issues for a widespread user base will be developed by the Contractor and posted to EPA Region 1's Information Center Knowledge Base system.

4.0 LICENSES AND WARRANTIES

In the intent that the Government will require the contractor to procure any commercial off the shelf (COTS) software or hardware, licenses, warranties, equipment; those COTS acquisitions will managed by the contractor (i.e., hardware, licenses, warranties, or equipment) and that any the COTS software and equipment be turned over to the Government at the termination of the contract. Any commercial warranties that apply to incidental items purchased must be submitted to the Government for review.

5.0 WORK SITE

The contractor shall maintain work site and storage areas in accordance with local regulations and laws. All work shall be performed during the period of performance and locations identified in Section 1.4.

6.0 QUALITY CONTROL (QC)

The contractor shall develop and implement a specific, simplified, and easily implemented Quality Control Plan (QCP) that identifies potential and actual problem areas in satisfying the requirements of this task order as specified and results in corrective action throughout the life of the Task Order. The plan shall identify the methods by which the contractor ensures the terms of this Task Order are met and maintain support documentation for all actions taken over the life of the Task Order (e.g., work requests and inspection correction reports). These files shall be made available to the Government when requested by the COR/Project Officer.

Upon completion of the Task Order, the contractor shall turn all files over to the COR/Project Officer in accordance with (IAW) Contracts Data Requirement List (CDRL) B006, Quality Control Plan. The plan must be in accordance with EPA Document titled, EPA Requirements for Quality Management Plans(QA/R-2). The publication number and date US EPA/240/B-01/002, March 2001, and EPA Requirements for QA Project Plans(QA/R-5), publication number and date is EPA/240/B-01/003, March 2001.

7.0 QUALITY ASSURANCE

The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards. The following matrix includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

8.0 HOURS OF OPERATION

The contractor shall be responsible for conducting operations between the hours of 6:45am to 5:30pm Monday thru Friday, core hours being 7am to 4pm Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor shall also provide on call coverage by the system administrator, network administrator, AV/VTC, and Help Desk technician for emergency purposes, furloughs, real world contingencies, as well as local exercises.

The contractor shall be flexible to support these during off-hours, weekends, and holidays. Key personnel shall be required to remain onsite during a hurricane or destructive weather situation to maintain or oversee networks along with identified government personnel. All contractor employees shall be required to comply with and abide by the Government's alert roster reporting procedures.

The Contractor shall maintain an adequate work force for the uninterrupted performance of all tasks defined within this statement of work when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the work force are essential. Contractor shall identify a retention plan to retain subject-matter-experts on hand.

The Contractor shall provide coverage Monday through Friday, excluding the following (10) Federal holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

9.0 SPECIAL REQUIREMENTS

9.1 TRAINING OF CONTRACT EMPLOYEES

The contractor shall provide employees with the required core skills to perform their job duties. Otherwise, training to build or maintain expertise of contractor employees assigned to this Task Order shall be provided by the contractor at its own expense except when the Government has given prior approval for training to meet special requirements that are peculiar to a particular task. In addition to the core competencies related to their jobs, the contractor shall ensure that the employees are trained on customer support protocols and customer relations.

The contractor shall ensure that their employees are trained on the protocols associated with the support of all levels of management with EPA. Limited training of contractor employees may be authorized when the Government changes IT/IM software or hardware during the performance of an ongoing task and it is determined to be in the best interest of EPA. Contractor employees shall attend seminars, symposiums, or user group conferences only if the Government certifies that attendance is mandatory for the performance of the task requirements and the COR/Project Officer approves such training in advance.

Reimbursement for training shall not be authorized for replacement contractor employees; for the purpose of keeping contractor employees abreast of advances in the state of the art; nor for training contractor employees on equipment, computer languages, or computer operating systems that are available on the commercial market. The contractor shall have full responsibility for keeping contractor employees trained and abreast of advances in the standard commercial and network technologies implemented in the Agency. Role Base Training and Information Security Assurance Training are annual requirements for all employees with significant information security responsibilities.

9.2 CERTIFICATION OF CONTRACT EMPLOYEES

The contractor shall ensure the certification compliance with the Information Assurance Workforce Improvement Program. The contractor personnel shall agree as a "condition of employment" to obtain the appropriate baseline certification upon contract award. The contractor shall ensure that all TIER support personnel obtain and maintain certification corresponding to Information Assurance Technical Level I, II, and III.

The contractor shall ensure all employees meet the minimum requirements within six months of the task order award or appropriate EPA required deadline date. Further, the contractor shall ensure all new hires meet the minimum requirements for their respective positions upon initiation of their duties. Contractor Technical Level I, II and III personnel must also obtain the appropriate computing environment certification/s required by their employing organization. The contractor shall be responsible for yearly maintenance fees to keep these certifications.

9.3 TASK ORDERS

The contractor shall not perform any tasks under this task order that constitute work of policy, decision making, or of a managerial nature that is the direct responsibility of the EPA. All Web and various application or database content shall be provided by EPA. All communication to the user community for new processes and procedures shall be accomplished by the responsible EPA Project Officer of the task (Ex: LAN Manager, ISO/WEB Manager, Telecom Manager, Lotus Notes Manager, Website owner, Litigation Hold content owners, COR, FOIA, etc.). The contractor is responsible for the technical operation of tasks outlined in this SOW; EPA shall be responsible for application training, resources, and all other functions.

The government has determined that use of the Governmentwide Acquisition Contract (GWAC) – 8(a) Stars II (Constellation II) will satisfy the best interests of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal services contract".

9.4 REPORTING REQUIREMENTS AND DELIVERABLES

The Contractor shall develop standard and ad hoc reports (to include data, text, and graphics) from various computer systems in accordance with established schedules and as requested by authorized Enterprise, Technology & Architecture Section (OE) representatives. The reports should be accurate, complete and the Contractor must deliver the reports in accordance with established priorities.

The Contractor shall write the deliverables so they can be easily understood, and meet all requirements set forth in the task order. All materials (Ex: documentation, user guides, programs, graphics, etc.) produced by the Contractor under the task order shall become the sole property of EPA. The Contractor shall generate weekly activity report and make available for COR/Project Officer to review by COB every

Tuesday for the previous week. Information pertinent to the Houston Lab shall be made available for review by the Lab COR.

9.5 STAFFING PLAN AND KEY PERSONNEL

The contractor's Staffing Plan shall be submitted by as part of the technical quote that lead to the award of this task order. The contractor shall submit a Staffing Plan to the COR/Project Officer describing a strategy and detailed approach to meeting staffing requirements along with their proposed organizational structure. The Staffing Plan shall include, at a minimum, the following Key Personnel or their operational equivalents.

Key Personnel Qualification Governmentwide Acquisition Contract (GWAC) - 8(a) Stars II (Constellation II) contract contains the contract labor category descriptions. The contract labor category descriptions provide the minimum qualifications for the labor categories proposed in this task order request. We have identified the minimum positions that will be considered key personnel and assigned for the duration this task order. The Government will need additional key personnel to support all requirements for this SOW and encourages all vendors to submit a comprehensive staffing plan to meet the needs of EPA. The contractor shall propose appropriate Governmentwide Acquisition Contract (GWAC) - 8(a) Stars II (Constellation II) labor categories for all 12 positions.

GWAC 8A Stars II - Constellation II	Position Details	TIER Level	Minimum Experience	Preferred Certifications
Information Assurance Systems/Network Specialist	LAN Admin & Security	1	7 years	A+, Cisco, MCSE and OCA
Telecommunications Programmer/ Systems Analyst – Senior	Telecom	1	7 years	
Web Designer	Web & App Support	0	5 Years	PHP, Cold Fusion, MySQL
Network Systems Administrator	LAN Admin & Oracle	2	7 Years	A+, Cisco, MCSE and OCA
Telecommunications Engineer/ Analyst – Senior	Telecom	3	7 years	
Applications Systems Analyst/ Programmer – Intermediate	Sr Web & App Support	2	7 years	PHP, Cold Fusion, MySQL
Database Analyst/ Programmer – Senior	Houston Lab Tech	2	7 years	A+, MCSE and OCA
Applications Systems Analyst/ Programmer – Senior	LAN Admin & Team Lead	3	10 years	A+, MCP and PMP
Network Engineer - Intermediate (FFP)	Help Desk Manager	3	10 years	A+ or Network+
Help Desk Support Services Specialist - Senior (FFP)	Desktop Tech	1	5 years	
Help Desk Support Services Specialist - Senior (FFP)	Desktop Tech	1	5 years	
Help Desk Support Services Specialist - Senior (FFP)	Desktop Tech	1	5 years	

9.6 INVOICE REPORT

The contractor shall submit, on a monthly basis by the 15th, an Invoice Report in accordance with the Government supplied format.

9.7 TRAVEL AND OTHER DIRECT COST (ODC)

The contractor shall be required to travel to accomplish the tasks contained in this Task Order. Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

GSA per diem rates, while not wholly applicable to contractors shall provide the basis for the determination as to reasonable and allowable. Maximum use is to be made of the lowest available customary standard coach or equivalent airfare accommodations available during normal business hours. All necessary travel meeting the above criteria shall be approved in advance by the COR/Project Officer. Exceptions to these guidelines shall be approved in advance by the Contracting Officer.

The government will reimburse travel costs on a cost incurred basis in accordance with the Federal Travel Regulations. A price ceiling of \$10,000.00 on travel and ODC multiplier rate on travel not to exceed \$1,200 per performance period will be established upon award of the task order for each year. Unused hours can be applied to travel on a "as needed" basis. Contractor travel is strictly on a reimbursable basis only. Costs incurred under this task order for transportation and per diem (lodging, meals and incidental expenses) will be billed in accordance with the regulatory implementation of Public Law 99-234, the contractor's cost accounting system, and are allowable subject to the limitations contained in FAR 31.205-46 Travel Costs.

The Contractor shall travel as required by the EPA Project Officer to Region 6 remote or satellite offices to provide PC Installations, software repairs/upgrades, and telecommunication support. The EPA COR/Project Officer is the approving authority regarding travel. Upon completion of travel, the Contractor shall submit a Travel Expense Report with name, date, destinations and detailed expenses of travel. Receipts are required and must be submitted with the invoice for the month the travel occurred.

9.8 STANDARD OPERATING PROCEDURES (SOPs)

The contractor shall work with the COR/Project Officer to develop and deliver SOPs that outline the steps and procedures to be followed by contracting staff in meeting the tasks of this SOW. The contractor shall provide a review period for the COR/Project Officer to review each of the SOPs and shall incorporate feedback from the COR/Project Officer in the final versions. The contractor shall provide SOP updates quarterly or as changes require. The SOPs shall be maintained in a Library of Documentation.

The contractor shall create and maintain an electronic library of documentation (e.g., SOPs, reports, etc.) using the EPA provided tool as directed by the COR/Project Officer that reflects the complexity and diversity of the environment and enhances the software support process. The EPA COR/Project Officer shall have access to this Library at all times. The contractor shall update the Library quarterly.

9.9 PHASE IN/PHASE OUT PLAN

The contractor's Phase-In Plan should be provided as part of the technical quote that lead to the award of this task order. At the discretion of the COR/Project Officer, the contractor shall provide an update to the Phase-In Plan within 15 calendar days of task order award. The contractor shall provide a five (5) business day period for COR/Project Officer review of the Phase-In Plan and shall incorporate feedback from the COR/Project Officer in the final version of the Phase-In Plan. The contractor shall provide the COR/Project Officer with a final plan for review and approval within the following five business days of receiving COR/Project Officer input.

The contractor shall submit a Phase-Out Plan for Government approval 30 calendar days after notification of Phase-Out activation. EPA will provide this document to the successful vendor as part of the transition planning. The plan shall address the procedures necessary to ensure continuity of operations to the successor. The contractor shall provide a ten (10) business day review period for COR/Project Officer review of the Phase-Out Plan and shall incorporate feedback from the COR/Project Officer in the final version of the Phase-Out Plan within five business days of receiving COR/Project Officer input.

9.10 EMERGENCY RESPONSE SUPPORT

The Continuity of Operations Plan (COOP) and Emergency Response Plan (ERP) provide guidance and procedures that allow EPA Region 6 to continue or rebuild essential operations in the aftermath of an emergency. This plan applies to the full spectrum of man-made, natural, or technological emergencies. It is rare that IT/Telecommunications support from this contract is requested, however, it is important to include emergency response support for Incident Command Post (ICP).

Region 6 Division/Offices will require coverage of IT/IM, Telecommunication, and AV/VTC functions normally performed at the regional office established with end user support at the ICP. The requirements will be established by submitting a Resource Request to the COR/Project Officer, through the Enterprise, Technology & Architecture Section (OE). The COR/Project Officer will create the Technical Orders and submit to contractor management team. The facility is required to be a sanitary equipped facility, temperature controlled, with power outages for IT/AV equipment to properly function.

EPA Region 6 will require Contractor services to support EPA personnel located at the established Incident Command Post located within the five states of Region 6. All Contractual skill levels shall be included to support the emergency response and the support shall include internal Regional Emergency Operational Center (REOC) at the Region 6 location as well as the field location to include transportation to and from, lodging, per diem for meals, and miscellaneous reimbursable expenses.

The Contractor shall provide on a separate invoice during the monthly invoice period the following: labor cost, required equipment and materials, travel expenses to include air fare, rental car and fuel reimbursement and miscellaneous items to provide telecommunications and related services. All services are funded by the contractor up front and charged back to EPA under the appropriate billing cycle. The daily government per diem rate will apply.

The contractor shall be prepared to deploy within 48 hours (2 business days) after official notification. Work schedules for the emergency response site may extend up to 12 hours per day, seven (7) days per week and will be determined on a case by case basis. Rotations may cover a period of time not to exceed three weeks (21 days) per rotation. During activation, the Contractor's assessment actions shall be provided in the form of a Daily Report until the emergency response has ended.

10.0 GOVERNMENT USE OF DATA

The Government requires unlimited rights in any material first produced in the performance of this task order, in accordance with the FAR clause at 52.217-14. In addition, for any material first produced in the performance of this task order, the materials may be shared with other agencies or contractors during the period of performance of this task order, or after its termination. For any subcontractors or teaming partners, the Contractor shall ensure at proposal submission that the subcontractors and /or teaming partners are willing to provide the data rights required under this task order. The Government intends to use this information on future Government requirements.

11.0 NON DISCLOSURE REQUIREMENTS

All contractor personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the Technical Order (TO) issued which requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, shall execute and submit an "Employee/Contractor Non-Disclosure Agreement" Form. This is required prior to the commencement of any work on such TO and whenever replacement personnel are proposed under an ongoing TO. Any information obtained or provided in the performance of this TO is only to be used in the performance of the TO.

Neither the contractor nor any of its employees or affiliates shall disclose or disseminate any information concerning operations or activities that could interrupt the continuity of EPA's operations or increase the possibility of a breach of EPA's security. This includes dissemination of information that might result in a negative impact to the government's reputation.

12.0 PRIVACY ACT AND PROTECTION OF INFORMATION

FAR 52.224-1 -- Privacy Act Notification (1984)

FAR 52.224-2 -- Privacy Act (1984)

Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this task. The Contractor shall also protect all unclassified Government data, equipment, etc., by treating information as sensitive business, confidential information, controlling and limiting access to the information, and ensuring the data and equipment are secured within their facility. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor will afford the Government access to the Contractor's or other external organization's facilities, installations, technical capabilities, operations, documentation, records, and databases.

The Contractor will cooperate with Federal agencies and their officially credentialed representatives during official inspections or investigations concerning the protection of information. Cooperation may include providing relevant documentation showing proof of compliance with federal and agency requirements, and rendering other assistance as deemed necessary.

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. Contractor personnel shall wear Government provided contractor badges in Government spaces during the performance of this order.

13.0 SECTION 508 REQUIREMENTS

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, that they shall ensure it allows Federal employees with disabilities to have access to and

use of information and data that is comparable to the access to and use of information and data by other Federal employees.

Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

The following Section 508 Standards apply to this procurement:

- 1194.21 Software applications and operating systems
- 1194.22 Web-based intranet and internet information and applications. 16 rules.
- 1194.23 Telecommunications products.
- 1194.24 Video and multimedia products.
- 1194.25 Self-contained, closed products.
- 1194.26 Desktop and portable computers.
- 1194.31 Functional performance criteria.
- 1194.41 Information, documentation, and support.

14.0 APPENDICES

14.1 APPENDIX 1 – PERFORMANCE STANDARDS & ACCEPTABLE QUALITY LEVELS

The contractor shall meet or exceed the Performance Standards and Acceptable Quality Levels (AQL) listed in the following tables:

Task 3.1 – Systems Administration:					
REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
Provide system administration for all IT/IM systems and networks, on-site during required hours.	Manage all servers; perform log analysis, error detection, fault correction, backups and restores;	% of all requests responded to and routed within 30 minutes of core hours. Required to meet or exceed the measurement for the Service Levels as specified in this SOW.	Random sampling of work requests via the Tracking System	10%	The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.
Provide documentation for all changes, upgrades, and modification made to the SAN systems.					
Maintain tape and disk libraries for all servers according to the SOW.	Maintain daily, weekly, and monthly scheduled network backups.	% of all Priority 1 requests responded to and routed within 30	Technical interchange meetings and/or Random sampling.	2%	
Verify and validate the integrity of the backups; and	The Backup Exec				

perform recovery test or drills periodically.	On-line Server log is used to report backup status and shall be updated by the Contractor weekly.	minutes of core % of all Priority 2 requests responded to and routed within 1 hour of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Hosting servers	% of all Priority 3 requests responded to and routed within 2 hours of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Internet & Intranet	% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%	
	Wireless Access within EPAs facilities.	Monitor on a daily basis and notify EPA of any red flags	Technical inter-change meetings and/or Random sampling; weekly report.	2%	
	Monitor servers and SAN system.	Ensure logs are reviewed daily and listed on weekly report	Technical inter-change meetings and/or Random sampling; weekly report.	2%	
	Software patches are updated with latest version.	Ensure software and patches are updated with latest version.	Technical inter-change meetings and/or Random sampling; weekly report.	10%	
	Review backup logs, all server status, software updates and security incidentals.				
Task 3.2 – Information Security Assurance Support					
REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
Install, operate, configure, update, and maintain security monitoring software and related hardware used to gather data. Support antivirus software updates and apply the definitions to the network servers and workstations.	Support the Regional Information Security Team (IST) which includes: LAN, ISO, IMO, and SIO by implementing security policies and procedures for the overall security management of Automated Information Systems (AISs).	% of all requests responded to and routed within 30 minutes of core hours. Required to meet or exceed the measurement for the Service Levels as specified in this SOW.	Random sampling of work requests via the Tracking System	10%	The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.
Support security incident reporting on all regional computer security incidents.	Information security and CSIRC alert response	% of all Priority 1 requests responded to and routed within 30 minutes of core hours.	Technical inter-change meetings and/or Random sampling.	2%	
Prepare and assist for any agency Technical Vulnerability	Internet & Intranet	% of all Priority	Technical inter-	10%	

<p>Assessments (TVA).</p> <p>Ensure the security plan is adhered to, and the security posture of the HQ's network is maintained to the highest standards.</p>		2 requests responded to and routed within 1 hour of	change meetings and/or Random sampling.		
		3 requests responded to and routed within 2 hours of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
		% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%	
	Provide patch management support; maintain the networks' security posture.	Install patches from MS and other directives from OEI and/or local operating instructions.	Technical inter-change meetings and/or Random sampling; monthly review or weekly report.	2%	
	Maintain security procedures, security incidents, status and statistics for all networks. To include any documentation.	Must be in accordance with regulation, OEI and/or local operating instructions.	Technical inter-change meetings and/or Random sampling; monthly review or weekly report.	10%	
	Scan the networks to perform vulnerability assessments; and	Use scanning tools for vulnerability	Technical inter-change meetings and/or Random	2%	
	install the latest releases and updates for the client software or appropriate scanning tools.	assessments; and Big Fix to install the latest releases and updates for client software	sampling; monthly review or weekly report.		

Task 3.3 – Network Management Support

REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
<p>Monitor the network and server systems using automated tools provided by OEI and/or local operating instructions.</p> <p>Maintain the LANs, systems, routing tables, operating systems, security patches, upgrades and local procedures in accordance with regulatory guidance.</p> <p>Applications must</p>	Install, configure, and manage all switches, routers, and other network infrastructure equipment. Maintain routing tables, operating systems, security patches, and upgrades.	% of all requests responded to and routed within 30 minutes of core hours. Required to meet or exceed the measurement for the Service Levels as specified in this SOW.	Random sampling of work requests via the Tracking System.	10%	<p>The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.</p>
	Provide wireless access within EPA facility.	% of all Priority 1 requests responded to	Technical inter-change meetings and/or Random sampling.	2%	

not be unavailable for more than three (3) consecutive hours on any business day.	Remote Access (Anywhere Anytime Access)	and routed within 30 minutes of core % of all Priority 2 requests responded to and routed within 1 hour of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Hosting Servers				
	Tape Backup or Restore lost files	% of all Priority 3 requests	Technical inter-change meetings	10%	
	Internet or Intranet connectivity				
	CSIRC alerts	responded to and routed within 2 hours of core hours.	and/or Random sampling.		
	Office 365 E-Mail System	% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%	
	Equipment in the computer room shall be fully operational 7 days a week, 24 hours per day.				
	Control and monitoring user access to the LANs. Add, delete, and modify user access to the network resources.	Monitor network systems and notify EPA when problems arise in the proper functioning of the equipment.	Technical inter-change meetings and/or Random sampling; monthly review or weekly report.	2%	
	Monitor network security status to include any documentation.	Monitor network systems and physically	Technical inter-change meetings and/or Random sampling; monthly	10%	
		check infrastructure and system performance	review or weekly report.		
Task 3.4 – Database Administration & Application Support					
REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
Maintain the existing common-user agency application databases resident on LAN servers and design, structure, and maintain additional databases as required supporting	Schedule and perform daily database backups and perform database recoveries as required.	% of all requests responded to and routed within 30 minutes of core hours.	Random sampling of work requests via the Tracking System.	10%	The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option
	with Lotus Notes	Required to meet or exceed the	sampling.		

support of the Regional Geospatial Information Systems (GIS) Initiative.	migrating to Web or SharePoint	within 30 minutes of core hours		
	Perform daily incremental, and weekly full exports of the Oracle databases.	100% of all Priority 2 requests responded to and routed within 1 hour of core hours.	Technical interchange meetings and/or Random sampling.	10%
		% of all Priority 3 requests responded to and routed within 2 hours of core hours.	Technical interchange meetings and/or Random sampling.	10%
		% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical interchange meetings and/or Random sampling.	2%
	Install, troubleshoot and maintain databases.	Ensure new software versions, critical security updates and software applications are up to date	Technical interchange meetings and/or Random sampling; monthly review or weekly report.	2%
	Maintain database user accounts, permissions, and adhere to all application security policy procedures.			
	Report database status/statistics and any documentation.	Notify the EPA when problems arise in the proper functioning of the databases	Technical interchange meetings and/or Random sampling; monthly review or weekly report.	10%

Task 3.5 – Web & Application Support

REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
<p>Responsible for supporting Web designed applications and links (according to established EPA guidelines and templates), producing and maintaining all top-level web pages.</p> <p>Update content and format as required to maintain currency and to adhere to changing EPA regional standards.</p> <p>Perform the full spectrum of Web-related tasks, including design</p>	Provide other web infrastructure technical support; such as migrating website into a web content management system (WebCMS) as well as implementing other emerging technologies such as SharePoint	<p>% of all requests responded to and routed within 30 minutes of core hours.</p> <p>Required to meet or exceed the measurement for the Service Levels as specified in this SOW.</p>	Random sampling of work requests via the Tracking System.	10%	The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.
	Web pages adhere to EPA standard template; any broken links are resolved within 24 hours from when the problem is identified.	% of all Priority 1 requests responded to and routed within 30 minutes of core hours.	Technical interchange meetings and/or Random sampling.	2%	

and layout, graphics creation and optimization, server-side programming, MYSQL, SharePoint, databases, traffic generation and ongoing updates of existing web applications.	Internet or Intranet support	% of all Priority 2 requests responded to and routed within 1 hour of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Hosting web server	% of all Priority 3 requests responded to and routed within 2 hours of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Web pages must contain less than 5% broken links.	% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%	
	Support web content creation on web server and web content uploads with R6 Web Manager or other designated EPA personnel.	Address all technical issues related to R6 web postings. Notify the EPA when problems arise in the proper functioning of the web applications.	Technical inter-change meetings and/or Random sampling; monthly review or weekly report. Web statistics on use of web content.	10%	
	Report WEB status/statistics and any documentation.				
Task 3.6 – TELECOMMUNICATIONS & AV/UTC SUPPORT					
REQUIREMENT	TASKS	STANDARDS, CRITERIA for	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE	INCENTIVES POSITIVE or
		ACCEPTANCE		REQUIREMENT	NEGATIVE

<p>Provide ongoing voice and data telecommunications operations support, including installation and maintenance work, at any EPA Region 6 location listed in the SOW.</p> <p>Maintain all moves, adds, changes, requests for maintenance, and request for repair via the EPA Telecommunication Services Request (TSR) electronic system.</p> <p>Troubleshoot and resolve problems encountered using microcomputer hardware, including peripherals, SW and printers.</p> <p>Provide training on the use of the Avaya phone system to new employees.</p> <p>Provide support for all R6 video conferencing equipment: installation, call set up, troubleshooting, coordination of maintenance/repair.</p>	<p>Provide network infrastructure telecommunications support with emphasis on voice, video, desktop, data and minimal cabling services.</p> <p>Provide routine administration and support functions related to ongoing telecommunications operations. Monitor and analyze usage and capacity of the telecommunications equipment and requirements on a continuous basis.</p> <p>The contractor will coordinate with the Tier II managed service provider (Ex: Advantel, Ford Audio, GPS) and telecommunications service providers for system level problem resolution.</p>	<p>% of all requests responded to and routed within 30 minutes of core hours.</p> <p>Required to meet or exceed the measurement for the Service Levels as specified in this SOW.</p>	<p>Random sampling of work requests via the Tracking System.</p>	<p>10%</p>	<p>The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.</p>
	<p>Responsible for employee relocations, movement of PCs, peripherals and printers, the installation and de-installation of new user equipment, VoIP desk phone account and equipment.</p> <p>User moves and personnel changes (add/delete/transfer).</p> <p>Operate government installed video teleconferencing equipment, audio and related video conferencing management services at the Regional offices.</p> <p>Mobile communications & BB Cellular.</p> <p>Password Reset/</p>	<p>% of all Priority 1 requests responded to and routed within 30 minutes of core hours.</p>	<p>Technical inter-change meetings and/or Random sampling.</p>	<p>2%</p>	
		<p>% of all Priority 2 requests responded to and routed within 1 hour of core hours.</p>	<p>Technical inter-change meetings and/or Random sampling.</p>	<p>10%</p>	
		<p>% of all Priority 3 requests responded to and routed within 2 hours of core hours.</p>	<p>Technical inter-change meetings and/or Random sampling.</p>	<p>10%</p>	
		<p>% of all Priority 4 requests responded to and routed within 8 hours of business hours.</p>	<p>Technical inter-change meetings and/or Random sampling.</p>	<p>2%</p>	

	Can't log in. PBX Phone System & Voice mail Desktop/laptop Access (hardware or client failure)				
	Update the regional telephone directory database. Report Telecom status/statistics and any documentation.	Maintain accurate documentation of the voice telecom system; to include accurate inventory of telephone lines and circuits, instruments, headsets and etc.	Technical inter-change meetings and/or Random sampling; monthly review or weekly report. Verify regional phone number/employee database.	10%	
Task 3.7 – MS OFFICE 365 & VARIOUS APPLICATION SUPPORT					
REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
<p>Monitor & Maintain MS Office 365, Lotus Notes and various applications.</p> <p>Perform daily networking and administration duties for all applications and in a Notes messaging environment.</p> <p>Modify the Domino Directory, be knowledgeable in all aspects of creating, maintaining and supporting functions for group and user accounts and properly managed to include lost passwords, password reset, database maintenance, user ID and mail file moves, and any additional password account</p>	<p>Assist in the conversion of Lotus Notes applications to Microsoft Office365 Collaboration Suite (such as SharePoint 2013), Dynamic Web (PHP/MySQL), Cold Fusion and APEX/Oracle, or other workable systems.</p>	<p>% of all requests responded to and routed within 30 minutes of core hours.</p> <p>Required to meet or exceed the measurement for the Service Levels as specified in this SOW. Optimizing operational efficiency.</p>	Random sampling of work requests via the Tracking System.	10%	<p>The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.</p>
	<p>Provide maintenance on existing Lotus Notes databases, applications, analyze user needs, and customize software for client use.</p>	<p>% of all Priority 1 requests responded to and routed within 30 minutes of core hours.</p>	Technical inter-change meetings and/or Random sampling.	2%	
	<p>Software and patches are updated with latest version and reported in the weekly based on occurrence.</p>	<p>% of all Priority 2 requests responded to and routed within 1 hour of core hours.</p>	Technical inter-change meetings and/or Random sampling.	10%	

management.	Perform backups	% of all Priority 3 requests responded to and routed within 2 hours	Technical inter-change meetings and/or Random sampling.	10%
	User moves and personnel changes (add/delete/transfer), password resets.	% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%
	Office 365 E-Mail system support			
	Desktop/Laptop access (hardware or client failure)			

Task 3.8 – HELP DESK SERVICES

REQUIREMENT	TASKS	STANDARDS, CRITERIA for ACCEPTANCE	METHOD of SURVEILLANCE	MAXIMUM ERROR RATE/PERFORMANCE REQUIREMENT	INCENTIVES POSITIVE or NEGATIVE
<p>Initial point of contact for troubleshooting hardware/software PC and printer problems.</p> <p>Provide phone and in-person support to users in the areas of e-mail directories, and standard Windows desktop applications.</p>	Monitor work order progress.	% of all requests responded to and routed within 30 minutes of core hours.	Random sampling of work requests via the Tracking System.	10%	The contractor shall meet or exceed the service levels associated with these tasks in order to receive renewal of each Option Year 1-3.
	Research, install, and Integrate new client-level hardware. Support printers, multifunction printers, scanners, faxes, media drives, smart phones/personal digital assistant (PDA) interfaces, etc.	Required to meet or exceed the measurement for the Service Levels as specified in this SOW.			
	Provide support for individuals that operate as part of a mobile workforce.	Optimizing operational efficiency.			
	Troubleshoot and resolve problems encountered using microcomputer hardware, including peripherals, software and printers.	% of all Priority 1 requests responded to and routed within 30 minutes of core hours.	Technical inter-change meetings and/or Random sampling.	2%	
	Password Reset/ Can't log in.	% of all Priority 2 requests responded to and routed within 1 hour of core hours.	Technical inter-change meetings and/or Random sampling.	10%	
	Office 365 E-Mail System.				
	Desktop/laptop Access (hardware or client failure); including intranet or internet.	% of all Priority 3 requests responded to and routed within 2 hours of core hours.	Technical inter-change meetings and/or Random sampling.	10%	

Specific Productivity Applications (MS Office, Excel, Power Point, Share Point, Lync).	% of all Priority 4 requests responded to and routed within 8 hours of business hours.	Technical inter-change meetings and/or Random sampling.	2%	
Printing on Network or Desktop printers.				
User moves and personnel changes (add/delete/transfer)				
Remote Access (Anywhere Anytime Access); wireless access within EPA facility				

14.2 APPENDIX 2 – SERVICE LEVEL AGREEMENTS (SLAs)

EPA Region 6 Information Technology & Telecommunication Support Priorities

Based on the condition scale of a work stoppage for one person to a wholesale outage, the following are priority calls with ensuring response / resolution goals.

Special projects are conducted under a project plan and agreed upon all parties involved. (Ex: Notes & Web Development projects)

EPA Region 6 Information Technology & Telecommunication Support Priorities

Severity 1 (Critical)	Unable to work or perform a large part of their job. There is no work around (the job cannot be performed in any other way). Respond within 30 min. Resolution or work around is within 3 hrs.
Severity 2 (High)	Unable to work or perform a large part of their job. There is an acceptable & implemented work around to the problem (job can be performed in another way temporarily). Respond within 1 hr. Resolution or work around is within 5 hrs.
Severity 3 (Medium)	Unable to perform a small portion of their tasks, but can complete majority of task. May ask questions or request information. There may/may not be a work around. Respond within 2 hrs. Resolution within 8 hrs or the next business day.
Severity 4 (Low)	Unable to perform a small portion of their tasks, but can complete majority of tasks. There is likely a work around. Response within 8 hrs or next business day. Resolution is within 3 business days.

Type of Issue	Severity Level (1-4)	Response Time	Final Resolution	Number of Employees	Additional Information
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